



Following on from our recent corporate plan consultation, we have developed a specific draft service plan and would love to hear your feedback to ensure we are focusing on the right areas.

The draft plan has been built up from the feedback you have provided over the last year via surveys, complaints and other engagement activities.

The following are the 4 main workstreams followed by a summary of the resident voice and a proposed list of activity.



1) Communication and accessibility

Being more accessible - We'll offer additional ways for residents to get information and to access services

What our residents tell us

- Residents want choice of contact channels that work for them.
- Residents want us to answer/return calls and emails faster.
- Residents need to know who and how to contact.
- Residents need regular and relevant information.
- Residents want to be able to self-serve.

What we will do

- Review and publish all methods of contact with Karibu.
- Communication via notice boards, app, SMS, email, and face to face.
- Publish regular newsletters that are co-designed with input from residents.
- Continue to develop and improve online and app-based self-serve options.
- Continue satisfaction surveys, report, and publish results.



2) Service standards and delivery

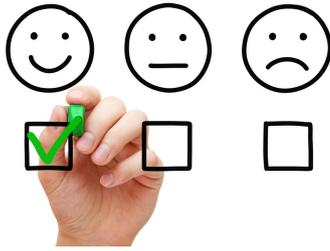
Getting residents the help they need - We will develop ways to understand our residents current and future needs and be clear about our service offer.

What our residents tell us

- Residents want clarity over investment in their homes and blocks.
- Residents want better block and neighbourhood services.
- Residents want services/support relevant to them.
- Residents want a reliable repair service.
- Residents want value for money service charges.
- Residents want a responsive ASB (Anti-Social Behaviour) service.
- Resident want their complaints dealt with as soon as possible.
- Residents want to be able to help us inspect their neighbourhood.

What we will do

- Create publish and measure clear service standards.
- Survey 100% of our homes and blocks.
- Conduct home visits to all our residents. over a 2-year period.
- Work with partners to provide extra support.
- Publish programme of block inspections.
- Improve repair service by procuring new partners.
- Review service charge costs and communications.
- Publish information on investment programme e.g. kitchens and bathrooms.
- Review management arrangements for our blocks.



3) Engagement and transparency

We want to hear from our residents – We will publish options for engagement, listen to feedback, then evidence change and impact.

What the residents tells us

- Residents want to be listened to and be respected.
- Residents want their feedback to have impact and value.
- Residents who want to engage with us want a choice of options.
- Residents want to know who the staff are and what they do.
- Residents want to know how we are performing and what our plans are to improve.

What we will do

- Publish our engagement options ensuring everyone can be included.
- Regularly publish info on our teams, responsibilities and contact details.
- Publish quarterly performance, improvement plans and 'you said we did'.
- Launch service strategy at residents' conference in 2024.
- Create and launch 'day for Karibu' – all staff to work in community for a day.

4) We will be a good neighbourhood partner

More than a landlord – We'll work with local partners to promote programs that will help our residents make the most of opportunities.

What residents tell us?

- Residents need help and options to move home.
- Residents need help to access support on;
 - Skills and employment
 - Personal budgeting
 - Digital and Financial inclusion
- Residents need help to resolve local neighbourhood issues.
- Residents need help to stay living in their home with dignity.
- Some residents need help to live independently.

What we will do

- Create local partnerships for social projects.
- Create a community development programme for our residents in key boroughs.
- Lead on coordinating local agencies/partners on wider neighbourhood issues.
- Publish information regarding all options for those seeking to moving home.
- Create a minor aids and adaptation budget to assist independent living.

This plan has been developed and built from the feedback of our residents. We would really appreciate your feedback to ensure that we have identified the right areas of work.

[Click here](#) to complete a short feedback form where you can leave your thoughts and let us know if you would like to join one of our resident groups. The deadline for response is on Monday July 8th, 2024.

Thank you!